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Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Administrative Services	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	2 2	0 0	2 2
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	4 0	2 0	6 0
		Assigned to Individual Total	0 0	12 2	2 0	14 2
	Application Support - DFI	Wayne Frewin	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Desktop Support	Brian Bintz	0 0	2 0	0 0	2 0
		Chad Poll	2 0	4 3	0 0	6 3
		Scott Wunderlich	2 2	21 12	0 0	23 14

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0	20 19	0 0	20 19
		Assigned to Individual Total	4 2	47 34	0 0	51 36
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Dale Hicks	0 0	1 0	0 0	1 0
		Matt Dunlap	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Help Desk	Brenda Treadway	0 0	6 6	0 0	6 6
		Eileen Dubach	0 0	3 3	0 0	3 3
		James Stearns	0 0	5 5	0 0	5 5
		Julie VanBeekum	0 0	10 10	0 0	10 10
		Vicky Marrelli	0 0	6 6	0 0	6 6
		Assigned to Individual Total	0 0	30 30	0 0	30 30
	Metro A Desktop Support	Kraig Ellis	0 0	4 0	0 0	4 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0

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Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Metro A Desktop Support	**Assigned to Individual Total**	0 0	5 0	0 0	5 0
	Metro A Help Desk	Ed Conrad	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro B Desktop Support	Anthony Booyse	0 0	1 1	0 0	1 1
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	1 0	0 0	1 0
		Michael Barth	0 0	4 0	0 0	4 0
		Peter Musser	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	11 3	0 0	11 3
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Diane Christensen	0 0	1 1	0 0	1 1
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1

Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Network Operations	Kelli Okumura	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 1	0 0	1 1
		Ron LeBaron	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	3 3	0 0	3 3
		Ryan Casey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 3	0 0	6 3
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	7 2	0 0	7 2
		Assigned to Individual Total	0 0	10 2	0 0	10 2
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	2 0	3 0
		Mike Johnson	0 0	3 0	0 0	3 0

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Administrative Services

			High	Low	Medium	FCR Total
Administrative Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	4 0	2 0	6 0
	Assigned Group Total		4 2	138 79	4 0	146 81
Customer Company Total			4 2	138 79	4 0	146 81

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Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Administrative Services	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	2 1	0 0	2 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	4 1	2 1	6 2
		Assigned to Individual Total	0 0	12 2	2 1	14 3
	Application Support - DFI	Wayne Frewin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	2 1	0 0	2 1
		Chad Poll	2 0	4 0	0 0	6 0
		Scott Wunderlich	2 0	21 1	0 0	23 1

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0	20 0	0 0	20 0
		Assigned to Individual Total	4 0	47 2	0 0	51 2
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Dale Hicks	0 0	1 1	0 0	1 1
		Matt Dunlap	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	5 0	0 0	5 0
		Julie VanBeekum	0 0	10 0	0 0	10 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Metro A Desktop Support	Kraig Ellis	0 0	4 1	0 0	4 1
		Nancy Hachmeister	0 0	1 0	0 0	1 0

Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Metro A Desktop Support	Assigned to Individual Total	0 0	5 1	0 0	5 1
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	1 1	0 0	1 1
		Michael Barth	0 0	4 0	0 0	4 0
		Peter Musser	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	11 1	0 0	11 1
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Diane Christensen	0 0	1 0	0 0	1 0
		Ross Owen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Network Operations	Kelli Okumura	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	3 0	0 0	3 0
		Ryan Casey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	2 0	3 0
		Mike Johnson	0 0	3 0	0 0	3 0

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Administrative Services

			High	Low	Medium	MIR Total
Administrative Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	4 0	2 0	6 0
	Assigned Group Total		4 0	138 9	4 1	146 10
Customer Company Total			4 0	138 9	4 1	146 10

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours			
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Administrative Services	Application Services	Danielle Hood	0 0.00	1 0.41	0 0.00	1 0.41
		Dustin Crump	0 0.00	3 0.52	0 0.00	3 0.52
		Martin Gonzalez	0 0.00	2 0.60	0 0.00	2 0.60
		Paul Lundell	0 0.00	2 0.05	0 0.00	2 0.05
		Tony Larsen	0 0.00	4 0.76	2 3.38	6 1.63
		Assigned to Individual Total	0 0.00	12 0.53	2 3.38	14 0.93
	Application Support - DFI	Wayne Frewin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	0 0.00	2 0.91	0 0.00	2 0.91
		Chad Poll	2 0.07	4 0.04	0 0.00	6 0.05
		Scott Wunderlich	2 0.00	21 0.25	0 0.00	23 0.23

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Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0.00	20 0.19	0 0.00	20 0.19
		Assigned to Individual Total	4 0.03	47 0.24	0 0.00	51 0.22
	Capitol Hosting	Curtis Parker	0 0.00	1 0.18	0 0.00	1 0.18
		Dale Hicks	0 0.00	1 17.20	0 0.00	1 17.20
		Matt Dunlap	0 0.00	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	0 0.00	3 5.84	0 0.00	3 5.84
	Help Desk	Brenda Treadway	0 0.00	6 0.00	0 0.00	6 0.00
		Eileen Dubach	0 0.00	3 0.00	0 0.00	3 0.00
		James Stearns	0 0.00	5 0.00	0 0.00	5 0.00
		Julie VanBeekum	0 0.00	10 0.02	0 0.00	10 0.02
		Vicky Marrelli	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	30 0.01	0 0.00	30 0.01
	Metro A Desktop Support	Kraig Ellis	0 0.00	4 0.34	0 0.00	4 0.34
		Nancy Hachmeister	0 0.00	1 0.05	0 0.00	1 0.05

Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Metro A Desktop Support	Assigned to Individual Total	0 0.00	5 0.28	0 0.00	5 0.28
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Locker	0 0.00	2 0.57	0 0.00	2 0.57
		Ken Bolkcom	0 0.00	1 1.03	0 0.00	1 1.03
		Michael Barth	0 0.00	4 0.08	0 0.00	4 0.08
		Peter Musser	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	11 0.22	0 0.00	11 0.22
	Metro C Desktop Support	Troy Buchanan	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Metro C Help Desk	Diane Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 4.35	0 0.00	1 4.35
		Assigned to Individual Total	0 0.00	2 2.17	0 0.00	2 2.17

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Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Network Operations	Kelli Okumura	0 0.00	2 2.37	0 0.00	2 2.37
		Assigned to Individual Total	0 0.00	2 2.37	0 0.00	2 2.37
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.00	0 0.00	1 0.00
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.54	0 0.00	1 0.54
		Ruston McKay	0 0.00	3 0.00	0 0.00	3 0.00
		Ryan Casey	0 0.00	2 0.51	0 0.00	2 0.51
		Assigned to Individual Total	0 0.00	6 0.26	0 0.00	6 0.26
	Voice Operations	Gail Christiansen	0 0.00	3 0.11	0 0.00	3 0.11
		Romanza Hamblin Sorensen	0 0.00	7 0.19	0 0.00	7 0.19
		Assigned to Individual Total	0 0.00	10 0.16	0 0.00	10 0.16
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.30	2 0.14	3 0.20
		Mike Johnson	0 0.00	3 0.30	0 0.00	3 0.30

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Administrative Services

			High	Low	Medium	ATTIR Total
Administrative Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0.00	4 0.30	2 0.14	6 0.25
	Assigned Group Total		4 0.03	138 0.38	4 1.76	146 0.41
Customer Company Total			4 0.03	138 0.38	4 1.76	146 0.41

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | **Top Number - Total Incidents** | | | |
| | | | **Bottom Number - Missed Resolution** | | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Administrative Services	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	2 1	0 0	2 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	4 0	2 2	6 2
		Assigned to Individual Total	0 0	12 1	2 2	14 3
	Application Support - DFI	Wayne Frewin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	0 0	2 0	0 0	2 0
		Chad Poll	2 0	4 0	0 0	6 0
		Scott Wunderlich	2 0	21 0	0 0	23 0

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0	20 2	0 0	20 2
		Assigned to Individual Total	4 0	47 2	0 0	51 2
	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1
		Dale Hicks	0 0	1 1	0 0	1 1
		Matt Dunlap	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Help Desk	Brenda Treadway	0 0	6 0	0 0	6 0
		Eileen Dubach	0 0	3 0	0 0	3 0
		James Stearns	0 0	5 0	0 0	5 0
		Julie VanBeekum	0 0	10 0	0 0	10 0
		Vicky Marrelli	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Metro A Desktop Support	Kraig Ellis	0 0	4 0	0 0	4 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0

Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Metro A Desktop Support	Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Jay Locker	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	1 0	0 0	1 0
		Michael Barth	0 0	4 0	0 0	4 0
		Peter Musser	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	11 0	0 0	11 0
	Metro C Desktop Support	Troy Buchanan	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro C Help Desk	Diane Christensen	0 0	1 0	0 0	1 0
		Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Network Operations	Kelli Okumura	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Rural North Desktop Support	Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	3 0	0 0	3 0
		Ryan Casey	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Voice Operations	Gail Christiansen	0 0	3 1	0 0	3 1
		Romanza Hamblin Sorensen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	10 1	0 0	10 1
	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	2 0	3 0
		Mike Johnson	0 0	3 0	0 0	3 0

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Administrative Services

			High	Low	Medium	MR Total
Administrative Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	4 0	2 0	6 0
	Assigned Group Total		4 0	138 7	4 2	146 9
Customer Company Total			4 0	138 7	4 2	146 9

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | Top Number - Total Incidents Bottom Number - Average time in hours | | | |
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
Administrative Services	Application Services	Danielle Hood	0 0.00	1 2.35	0 0.00	1 2.35
		Dustin Crump	0 0.00	3 0.63	0 0.00	3 0.63
		Martin Gonzalez	0 0.00	2 3.78	0 0.00	2 3.78
		Paul Lundell	0 0.00	2 1.94	0 0.00	2 1.94
		Tony Larsen	0 0.00	4 0.78	2 8.53	6 3.37
		Assigned to Individual Total	0 0.00	12 1.57	2 8.53	14 2.56
	Application Support - DFI	Wayne Frewin	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Capitol Desktop Support	Brian Bintz	0 0.00	2 1.86	0 0.00	2 1.86
		Chad Poll	2 1.21	4 0.49	0 0.00	6 0.73
		Scott Wunderlich	2 0.00	21 1.45	0 0.00	23 1.33

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			High	Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	0 0.00	20 2.28	0 0.00	20 2.28
		Assigned to Individual Total	4 0.61	47 1.74	0 0.00	51 1.65
	Capitol Hosting	Curtis Parker	0 0.00	1 6.46	0 0.00	1 6.46
		Dale Hicks	0 0.00	1 17.31	0 0.00	1 17.31
		Matt Dunlap	0 0.00	1 9.43	0 0.00	1 9.43
		Assigned to Individual Total	0 0.00	3 11.07	0 0.00	3 11.07
	Help Desk	Brenda Treadway	0 0.00	6 0.00	0 0.00	6 0.00
		Eileen Dubach	0 0.00	3 0.00	0 0.00	3 0.00
		James Stearns	0 0.00	5 0.00	0 0.00	5 0.00
		Julie VanBeekum	0 0.00	10 0.09	0 0.00	10 0.09
		Vicky Marrelli	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	30 0.03	0 0.00	30 0.03
	Metro A Desktop Support	Kraig Ellis	0 0.00	4 1.27	0 0.00	4 1.27
		Nancy Hachmeister	0 0.00	1 0.07	0 0.00	1 0.07

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			High	Low	Medium	ATTR Total
Administrative Services	Metro A Desktop Support	**Assigned to Individual Total**	0 0.00	5 1.03	0 0.00	5 1.03
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Locker	0 0.00	2 1.98	0 0.00	2 1.98
		Ken Bolkcom	0 0.00	1 1.91	0 0.00	1 1.91
		Michael Barth	0 0.00	4 0.64	0 0.00	4 0.64
		Peter Musser	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	11 0.77	0 0.00	11 0.77
	Metro C Desktop Support	Troy Buchanan	0 0.00	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total	0 0.00	2 0.33	0 0.00	2 0.33
	Metro C Help Desk	Diane Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	1 4.56	0 0.00	1 4.56
		Assigned to Individual Total	0 0.00	2 2.28	0 0.00	2 2.28

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Network Operations	Kelli Okumura	0 0.00	2 2.43	0 0.00	2 2.43
		Assigned to Individual Total	0 0.00	2 2.43	0 0.00	2 2.43
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.70	0 0.00	1 0.70
		Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.35	0 0.00	2 0.35
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.54	0 0.00	1 0.54
		Ruston McKay	0 0.00	3 0.04	0 0.00	3 0.04
		Ryan Casey	0 0.00	2 0.56	0 0.00	2 0.56
		Assigned to Individual Total	0 0.00	6 0.30	0 0.00	6 0.30
	Voice Operations	Gail Christiansen	0 0.00	3 3.04	0 0.00	3 3.04
		Romanza Hamblin Sorensen	0 0.00	7 0.89	0 0.00	7 0.89
		Assigned to Individual Total	0 0.00	10 1.54	0 0.00	10 1.54
	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.43	2 0.17	3 0.26
		Mike Johnson	0 0.00	3 1.56	0 0.00	3 1.56

Enterprise Incident Report May 2012

As of 6/4/2012

Administrative Services

			High	Low	Medium	ATTR Total
Administrative Services	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0.00	4 1.28	2 0.17	6 0.91
	Assigned Group Total		4 0.61	138 1.31	4 4.35	146 1.38
Customer Company Total			4 0.61	138 1.31	4 4.35	146 1.38

Administrative Services

Detail

INC000000495583	Rocio Briceno	Application	Error	Gmail		TIR Missed: No	0.00
Application Services		Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: Yes	6.30
INC000000500894	Tara Eutsler	Application	Reporting	Novell GroupWise		TIR Missed: No	0.20
Application Services		Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	0.21
INC000000501401	Ken Hansen	None	None	Proofpoint Email Security		TIR Missed: No	0.61
Application Services		Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	0.63
INC000000504752	Mark Dalton	None	None	None		TIR Missed: No	0.45
Rural North Desktop Support		Ryan Casey	Administrative Services	Low	Closed	TTR Missed: No	0.54
INC000000505634	Arleen Hearld	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.56
INC000000506832	Kent D. Beers	Telecom	Dial Tone	Telephone		TIR Missed: No	0.30
Voice/Data/WAN Services		Mark Thomas	Administrative Services	Low	Closed	TTR Missed: No	0.43
INC000000507232	Tony Dayish	None	None	None		TIR Missed: No	0.00
Application Services		Paul Lundell	Administrative Services	Low	Closed	TTR Missed: No	2.34
INC000000507295	Brent Lloyd	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000507835	Brian R Bales	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000507913	Julie Talbot	PC/Laptop	None	None		TIR Missed: No	0.57
Rural North Desktop Support		Ryan Casey	Administrative Services	Low	Closed	TTR Missed: No	0.57
INC000000508059	Robert Miles	Network	None	None		TIR Missed: No	0.18
Capitol Hosting		Curtis Parker	Administrative Services	Low	Closed	TTR Missed: Yes	6.46
INC000000508357	Natalie Powell	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000508440	Patricia Smith-Mansfield	Application	Error	Archives Management System		TIR Missed: Yes	1.01
Metro A Desktop Support		Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	1.53
INC000000508535	Yolanda Larrymore	PC/Laptop	Error	None		TIR Missed: No	0.40
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	3.40
INC000000508586	Mike Higley	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.04
INC000000508600	Michael Higley	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00

Administrative Services

INC000000508752	Robert Martinez	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000508869	Vicki Schoenfeld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	High	Closed	TTR Missed: No	0.00
INC000000509088	Holly Diamond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000509129	Holly Diamond	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000509270	Russ Jessop	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	0.18
INC000000509513	Lee Ericksen	Application	None	Novell GroupWise		TIR Missed: No	0.04
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.62
INC000000509515	Arleen Hearld	Application	None	BMI		TIR Missed: No	0.02
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.25
INC000000509552	Brook McElmurry	PC/Laptop	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.76
INC000000510075	Russ Jessop	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	0.18
INC000000510309	Larry Simpson	Application	None	Gmail		TIR Missed: Yes	1.21
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: No	1.25
INC000000510331	David Sandos	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Jay Locker	Administrative Services	Low	Closed	TTR Missed: No	2.81
INC000000510383	Ken Hansen	Application	None	None		TIR Missed: No	0.16
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.68
INC000000510404	Pam Rugg	Application	Error	Novell GroupWise		TIR Missed: Yes	1.41
	Application Services	Tony Larsen	Administrative Services	Low	Closed	TTR Missed: No	1.48
INC000000510405	Roger Dixon	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000510444	Roger Dixon	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000510551	Marilee Richins	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000510872	Sue Hoskins	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.22
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.23

Administrative Services

INC000000510918	Robert Martinez	None	None	None		TIR Missed: No	0.20
Help Desk		Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.51
INC000000510965	Doug Robinson	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Desktop Support		Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	0.67
INC000000510992	Brian R Bales	Application	Reporting	Novell GroupWise		TIR Missed: No	0.81
Application Services		Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: No	0.82
INC000000510996	Marilee Richins	None	None	None		TIR Missed: No	0.06
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.68
INC000000511185	Susan Vogel	None	None	Novell GroupWise		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Administrative Services	Low	Closed	TTR Missed: No	0.13
INC000000511273	Jerry Gearheart	Application	Error	Microsoft Office		TIR Missed: No	0.20
Capitol Desktop Support		Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.97
INC000000511536	Brian Jensen	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support		Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000511595	Russ Jessop	Network	Error	None		TIR Missed: No	0.00
Metro B Desktop Support		Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000511688	Loretta Potter	Application	Error	Novell GroupWise		TIR Missed: Yes	4.35
Metro C Help Desk		Ross Owen	Administrative Services	Low	Closed	TTR Missed: No	4.56
INC000000511721	Marci Soper	Application	None	None		TIR Missed: Yes	6.49
Application Services		Tony Larsen	Administrative Services	Medium	Closed	TTR Missed: Yes	8.53
INC000000511721	Marci Soper	Application	None	None		TIR Missed: No	0.26
Application Services		Tony Larsen	Administrative Services	Medium	Closed	TTR Missed: Yes	8.53
INC000000511730	Jennifer R Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000511764	Brian R Bales	Application	Password	Employee Gateway		TIR Missed: No	0.00
Help Desk		James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000511795	Rosemary Cundiff	Telecom	Coverage Path	Telephone		TIR Missed: No	0.13
Voice Operations		Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.70
INC000000511803	Roland Rasmussen	Telecom	None	Telephone		TIR Missed: No	0.26
Voice Operations		Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.79
INC000000511813	Larry Simpson	PC/Laptop	Error	None		TIR Missed: No	0.17
Capitol Desktop Support		Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.59
INC000000511814	Corry Hill	Application	Password	PGP		TIR Missed: No	0.15
Capitol Desktop Support		Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.57

Administrative Services

INC000000511833	Brian R Bales	Network	Performance	None			TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000511851	Kevin Lucus	None	None	None			TIR Missed: No	0.00
Capitol Desktop Support		Tom Hanson	Administrative Services	Low	Closed		TTR Missed: Yes	7.04
INC000000511865	Sheila Love	PC/Laptop	Performance	None			TIR Missed: No	0.25
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	4.77
INC000000511883	Rick James	Application	Password	PGP			TIR Missed: No	0.00
Help Desk		Eileen Dubach	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000512367	Steve Canning	Telecom	Call/Receive	Telephone			TIR Missed: No	0.16
Voice Operations		Romanza Hamblin Sorensen	Administrative Services	Low	Closed		TTR Missed: No	0.92
INC000000512620	Anne McNally	Telecom	Dial Tone	Telephone			TIR Missed: No	0.13
Voice/Data/WAN Services		Mike Johnson	Administrative Services	Low	Closed		TTR Missed: No	3.78
INC000000512652	Paul Ferguson	Telecom	Voice Mail	Telephone			TIR Missed: No	0.08
Voice Operations		Romanza Hamblin Sorensen	Administrative Services	Low	Closed		TTR Missed: No	3.04
INC000000512656	Debbie Gundersen	Network	Performance	Novell eDirectory			TIR Missed: No	0.07
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.30
INC000000512811	Tim Christensen	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.08
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	2.44
INC000000512996	Rick Nauta	Telecom	None	Telephone			TIR Missed: No	0.27
Voice/Data/WAN Services		Mike Johnson	Administrative Services	Low	Closed		TTR Missed: No	0.42
INC000000513296	Julie Thompson	None	None	None			TIR Missed: No	0.00
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000513672	Loretta Hamilton	Application	None	Internet Explorer			TIR Missed: No	0.57
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	1.64
INC000000513723	Tani Downing	PC/Laptop	None	None			TIR Missed: No	0.07
Capitol Desktop Support		Chad Poll	Administrative Services	High	Closed		TTR Missed: No	1.21
INC000000513724	Tani Downing	PC/Laptop	None	None			TIR Missed: No	0.06
Capitol Desktop Support		Chad Poll	Administrative Services	High	Closed		TTR Missed: No	1.21
INC000000513889	Jeffrey Coates	None	None	None			TIR Missed: No	0.00
Capitol Desktop Support		Chad Poll	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000514106	Chad Spencer	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Administrative Services	Low	Closed		TTR Missed: No	0.00
INC000000514107	Mike Frost	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Administrative Services	Low	Closed		TTR Missed: No	0.00

Administrative Services

Incident	Requester	Type	Category	Product			
INC000000514185	Alvin Crown	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000514275	Lee Ericksen	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000514408	Sheila Love	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.79
INC000000514498	Marilee Richins	None	None	None		TIR Missed: Yes	17.20
	Capitol Hosting	Dale Hicks	Administrative Services	Low	Closed	TTR Missed: Yes	17.31
INC000000514811	Tanya Price	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.24
INC000000514948	Joanie Aponte	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000514953	Dan Martinez	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000515054	Bob Spohr	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.21
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	2.00
INC000000515163	Jennifer Porter	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000515170	Julie Thompson	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000515171	Jennifer Porter	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.40
	Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed	TTR Missed: No	0.45
INC000000515289	Jason Knight	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000515671	John Reidhead	PC/Laptop	Hardware	None		TIR Missed: No	0.01
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.01
INC000000515957	Yolanda Larrymore	Telecom	Feature	Telephone		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Administrative Services	Low	Closed	TTR Missed: Yes	7.76
INC000000515990	Susan Vogel	Telecom	Call Management	Telephone		TIR Missed: No	0.19
	Voice Operations	Gail Christiansen	Administrative Services	Low	Closed	TTR Missed: No	0.19
INC000000516171	Joanna Reese	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.37
INC000000516214	Jenn Johnson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00

Administrative Services

INC000000516349	Julie Clark	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000516461	Smith Monson	PC/Laptop	Hardware	None		TIR Missed: Yes	1.90
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	4.87
INC000000516477	Scott Bingham	Network	Incident	None		TIR Missed: No	0.31
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.72
INC000000516868	Steve Duggins	Application	Password	Utah Master Directory		TIR Missed: No	0.02
	Help Desk	James Stearns	Administrative Services	Low	Closed	TTR Missed: No	0.02
INC000000516985	Joshua Bullough	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved	TTR Missed: No	1.30
INC000000517115	Larry Simpson	Application	None	None		TIR Missed: No	0.32
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.42
INC000000517119	Melody Yearsley	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000517328	Marilee Richins	Mobile Devices	None	iPhone		TIR Missed: No	0.41
	Application Services	Danielle Hood	Administrative Services	Low	Closed	TTR Missed: No	2.35
INC000000517335	Roland Rasmussen	Telecom	Dial Tone	None		TIR Missed: No	0.39
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.39
INC000000517570	Brenda Murphy	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000517595	Carma Hicks	Application	Error	None		TIR Missed: No	0.99
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	1.14
INC000000517644	Sophia Manousakis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000517782	Ryan Huntsman	Application	Reporting	None		TIR Missed: No	0.39
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	6.08
INC000000517803	Melissa Frost	Mobile Devices	None	Gmail		TIR Missed: No	0.36
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	0.39
INC000000517936	Larry Simpson	PC/Laptop	Performance	None		TIR Missed: No	0.60
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.61
INC000000518115	Mark Dalton	Telecom	Hardware	None		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Low	Closed	TTR Missed: No	0.08
INC000000518227	Cee Cee Niederhauser	Telecom	Hardware	Telephone		TIR Missed: No	0.50
	Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Closed	TTR Missed: No	0.50

Administrative Services

Incident	Requester	Category	Type	Item		Priority	Status	TIR/TTR Missed	Value
INC000000518459	Loretta Hamilton	None	None	None		Low	Closed	TIR Missed: No / TTR Missed: No	0.00 / 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services						
INC000000518678	Vicki Schoenfeld	None	None	None		High	Closed	TIR Missed: No / TTR Missed: No	0.00 / 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services						
INC000000518702	Mark Dalton	Telecom	Hardware	Telephone		Medium	Closed	TIR Missed: No / TTR Missed: No	0.11 / 0.17
	Voice/Data/WAN Services	Mark Thomas	Administrative Services						
INC000000518702	Mark Dalton	Telecom	Hardware	Telephone		Medium	Closed	TIR Missed: No / TTR Missed: No	0.17 / 0.17
	Voice/Data/WAN Services	Mark Thomas	Administrative Services						
INC000000518746	John Burningham	Application	Error	Novell GroupWise		Low	Resolved	TIR Missed: No / TTR Missed: No	0.10 / 1.53
	Application Services	Paul Lundell	Administrative Services						
INC000000518869	Rick Beckstead	Telecom	Feature	Telephone		Low	Closed	TIR Missed: No / TTR Missed: No	0.06 / 1.16
	Voice Operations	Gail Christiansen	Administrative Services						
INC000000519104	Scott Blackham	Application	None	Microsoft Office		Low	Resolved	TIR Missed: No / TTR Missed: No	0.08 / 3.00
	Capitol Desktop Support	Tom Hanson	Administrative Services						
INC000000519458	Guy Wayman	Application	Password	Cisco AnyConnect VPN Client		Low	Resolved	TIR Missed: No / TTR Missed: No	0.00 / 0.00
	Help Desk	Vicky Marrelli	Administrative Services						
INC000000519530	Debbie Hood	Network	Incident	None		Low	Resolved	TIR Missed: No / TTR Missed: No	0.91 / 1.15
	Metro B Desktop Support	Jay Locker	Administrative Services						
INC000000519717	Brian Spencer	Application	Error	Novell GroupWise		Low	Resolved	TIR Missed: Yes / TTR Missed: No	1.43 / 3.27
	Capitol Desktop Support	Brian Bintz	Administrative Services						
INC000000519886	Joe Ligori	Telecom	Voice Mail	Telephone		Low	Resolved	TIR Missed: No / TTR Missed: No	0.22 / 0.33
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services						
INC000000520002	Susan White	None	None	None		Low	Resolved	TIR Missed: No / TTR Missed: No	0.00 / 0.00
	Metro B Desktop Support	Anthony Booyse	Administrative Services						
INC000000520191	Brenda Veldevere	None	None	None		Low	Resolved	TIR Missed: No / TTR Missed: No	0.00 / 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services						
INC000000520257	Mark Dalton	Print/Copy/Scan/Fax	None	None		Low	Resolved	TIR Missed: No / TTR Missed: No	0.54 / 0.54
	Rural North Desktop Support	Neil Smedley	Administrative Services						
INC000000520410	Terri White	Print/Copy/Scan/Fax	None	None		Low	Resolved	TIR Missed: No / TTR Missed: No	0.05 / 0.07
	Metro A Desktop Support	Nancy Hachmeister	Administrative Services						
INC000000520795	Elizabeth Perkes	None	None	None		Low	Resolved	TIR Missed: No / TTR Missed: No	0.02 / 0.92
	Metro A Desktop Support	Kraig Ellis	Administrative Services						
INC000000521233	Mike Broschinsky	Application	Error	Remedy Service Request Mana		Low	Resolved	TIR Missed: No / TTR Missed: No	0.00 / 0.00
	Help Desk	Vicky Marrelli	Administrative Services						

Administrative Services

INC	Caller	Group	Category	Type	Item	Priority	Status	Missed	Time
INC000000521241	Mike Broschinsky	PC/Laptop	None	None				TIR Missed: No	0.15
	Capitol Hosting	Matt Dunlap	Administrative Services	Low	Resolved			TTR Missed: Yes	9.43
INC000000521265	Ken Roner	Application	Reporting	Utah Master Directory				TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved			TTR Missed: No	0.00
INC000000521836	Kelly Pingree	None	None	None				TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved			TTR Missed: No	0.70
INC000000522112	Rich Chaffee	None	None	None				TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Administrative Services	Low	Resolved			TTR Missed: No	0.22
INC000000522247	Jill Ressler	Network	Password	None				TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved			TTR Missed: No	0.00
INC000000522269	Mark Austin	PC/Laptop	Hardware	None				TIR Missed: No	0.72
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved			TTR Missed: No	2.53
INC000000522721	Lynn Hinrichs	Application	None	Gmail				TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved			TTR Missed: No	0.00
INC000000522722	Fred Christensen	Mobile Devices	Error	Ipads				TIR Missed: No	0.72
	Application Services	Dustin Crump	Administrative Services	Low	Resolved			TTR Missed: No	1.02
INC000000522886	Jerry Gearheart	Application	Error	Finance Data Warehouse				TIR Missed: No	0.00
	Application Support - DFI	Wayne Frewin	Administrative Services	Low	Resolved			TTR Missed: No	0.00
INC000000523314	Jerry Gearheart	None	None	None				TIR Missed: Yes	4.64
	Network Operations	Kelli Okumura	Administrative Services	Low	Resolved			TTR Missed: No	4.64
INC000000523875	Patricia Yacks	Application	None	Employee Gateway				TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved			TTR Missed: No	0.00
INC000000523876	Matthew Boyer	Network	Error	Novell Client for 32-bit Windows				TIR Missed: No	0.33
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved			TTR Missed: No	2.16
INC000000524128	Gina Strack	None	None	None				TIR Missed: No	0.28
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Resolved			TTR Missed: No	1.35
INC000000524242	Brenda Veldevere	Application	Password	Novell GroupWise				TIR Missed: No	0.14
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved			TTR Missed: No	3.01
INC000000524285	Bonita Jones	PC/Laptop	Password	Novell Client for 32-bit Windows				TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Resolved			TTR Missed: No	0.00
INC000000524287	Lynn Bodrero	None	None	None				TIR Missed: No	0.56
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved			TTR Missed: No	1.40
INC000000524339	Rebekkah Shaw	Application	None	Employee Gateway				TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved			TTR Missed: No	0.40

Administrative Services

INC000000524403	Jerry Gearheart	None	None	None		TIR Missed: No	0.10
	Network Operations	Kelli Okumura	Administrative Services	Low	Resolved	TTR Missed: No	0.22
INC000000524474	Roger Tennant	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000524499	Andy Wright	Application	Error	PGP		TIR Missed: Yes	1.03
	Metro B Desktop Support	Ken Bolkcom	Administrative Services	Low	Resolved	TTR Missed: No	1.91
INC000000524569	Marilee Richins	None	None	None		TIR Missed: No	0.16
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	1.95
INC000000524597	Emalee Gonsalves	Application	Password	None		TIR Missed: No	0.10
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.80
INC000000524653	Emalee Gonsalves	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000524716	Tim Parkinson	Mobile Devices	Error	None		TIR Missed: No	0.47
	Application Services	Dustin Crump	Administrative Services	Low	Resolved	TTR Missed: No	0.47
INC000000524831	Loretta Tatum	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000525086	Brenda Veldevere	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000525631	Rick Gallegos	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000525725	Brenda Lee	Application	Error	None		TIR Missed: No	0.06
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.44